



LEAN and the Supports Intensity Scale
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Why LEAN?

- LEAN is a systematic way to share how processes are currently being implemented.
- Through the process you can easily see process areas that need improvement
- The LEAN process encourages “Bright Ideas”.
- The Lean process considers new technology and other resources that may not have been considered.
- LEAN documents how the process currently impacts different stakeholders and allows you to ensure the future process meets all stakeholder’s needs.
- LEAN develops a plan for meeting goals.
- Successful LEAN plans can assist to achieve success .

Supports Intensity Scale...

What's it all about?

- The Supports Intensity Scale is a mandated assessment tool that measures the type, frequency, and time individuals whom experience developmental disabilities need to be successful.
- Each Area Agency has a monthly quota assigned to them for the number of interviews that need to be completed each month to meet a statewide timeline for 100% of individuals being served to be assessed.
- The tool is used to help plan long term services and look at funding needs.



Problems

- When you said SIS a collective groan could be heard throughout the agency
- Quotas were not being met
- The initiative had not been embraced
- Time intensive process that involved lots of people
- The project was too big for one person to continue to handle
- Miscommunications in processes, expectations, and results

Supports Intensity Scale LEAN Video

SIS Then



Why a Video?

- Participants in the project had energy and motivation and wanted to share how this process helped them.
- Strategically our organization was trying to find unique ways to pull in staff from our organization for LEAN initiatives.
- Participants had comfort level and skill in recording.
- Considered how audience members have responded to other delivery of agency initiatives. Video and humor stuck out.
- Built further engagement of stakeholders.
- Created documentation of a LEAN Process for sharing and archives.

Building LEAN Culture

- LEAN Process Improvement is built on the collective engagement of all individuals impacted by the process identified. Individuals have to work outside of silos and involves looking at end goals versus individual.
- Change can be exciting and beneficial but can also be difficult and uncomfortable.
- LEAN Process Improvement takes time. For most individuals working with tight budgets, less resources, and more regulations, time is luxury.



Supports Intensity Scale LEAN Video

SIS Now

SIS Before and After

Before

- 86 hours of work time per month
- 23 % behind quota rate in 2012
- \$ 1200 deficit per month
- Lack of central and live tracking, data, and billing

After

- Decreased work time by 23% (66 hours)
- 47% past monthly quota within 4 month of implementation(April – July 2013)
- Decrease monthly deficit by 23%
- New technology implemented for live data, tracking, and billing (Intranet)